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[mdhair.co](#)

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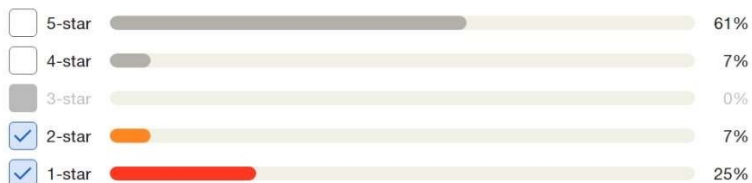


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Reviews ★ 3.8

101 total



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Consumer

1 review • US



Jul 19, 2023

I don't think this company is very...

I don't think this company is very honest. The employee of the company led me to believe my hair would come back if I did the Lazar within 3 months! I am very disappointed in the way they communicated and did business! Lost 3900.00 for absolutely nothing!

Date of experience: November 03, 2022

Useful 1

Share



Guest

3 reviews • GB



Jul 21, 2023

They will just stole ur money

They will just stole ur money
Don't trust this company they are thieves and lairs and no hair treatments they will send will help you and they will steal your money from ur account so be careful.

Date of experience: July 21, 2023

Useful

Share



Company activity

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No verified details yet



Hasn't replied to negative reviews

Our 2022 Transparency Report has landed ★

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About MDhair

Information written by the company

A first-of-its-kind, patent-pending, customized growth solution developed by dermatologists. Forget about one-size-fits-all serums and medications. Your customized treatment kit will be designed to target the specific root causes of your hair loss, resulting in healthier, thicker hair.

Contact

 @ support@mdhair.co

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San Francisco
United States

Category ⓘ

MDhair is 32 out of 37 best companies in the category [Hair Product Store](#) on Trustpilot

The Trustpilot Experience ★

We're open to all



We champion verified reviews



We fight fake reviews



We encourage constructive feedback


EXHIBIT 1

SO Sean O'Connor
3 reviews AU



Jul 18, 2023

Don't waste your time or money on these...

Don't waste your time or money on these scammers. Nothing but headaches. Charged me for trial. Then charged me for 2nd batch before getting trial. Now told me sent to wrong address and have to pay more to receive it. I'm out \$300, and no product. Zero customer service, just want to take your money.

Date of experience: July 18, 2023

Useful Share



VA
3 reviews GB



Jul 14, 2023

Beware!!

Beware!!!
It's a scam they're products cause allergies and horrible rashes to the scalp even if your skin isn't sensitive.
They won't help you and will ignore you.
They overcharged me and said won't refund anything at all.

I can't believe this company is still paying influencers to give them 5 stars as they know they won't get 5 stars unless they scam people.

Let begin with my story!!

The company overcharged me, saved my card details to continue to steal from me. The products were horrible cause more damage than good. Destroyed my skin and gave me burns that I have scars from till this day.

And I researched the company and found out that every single person that speaks good about them is a person who they paid for to do the review to scam people who are vulnerable and want to clear their skin.

Nonetheless I tried the other scam they do which is MDhair another horrible way of stealing money from people who struggle with hair loss.

This company is thriving off scamming people and have a look at their ingredients they're full of harmful carcinogenic products that messes up with women and men's fertility and endocrine system and nonetheless causes cancer and other organ problems.

I would recommend to avoid this company at all costs.

Date of experience: July 14, 2023

Useful Share



JB
10 reviews GB



Jul 7, 2023

Stolen money

Used for 4 months, didn't work for me so cancelled it. Well... they still continued to steal my money and lied saying that I reinstated it without proof.

Moral of the story, cancel from your bank not the site because they'll continue to steal your money.

Date of experience: July 07, 2023

Useful 1 Share



We verify companies and reviewers

We advocate against bias

Take a closer look

KI **ray**
3 reviews GB



Jun 23, 2023

Please don't use

Please read this review if you're a vulnerable woman with hair loss looking for hope. These products DO NOT WORK it is simply a scam. When I was telling people on their Facebook comments the truth that it does not work and just made my hair greasy they then blocked me from their Facebook so I can no longer see their profile. The emails are an automated robot response, they don't actually tailor it to you. Unfortunately it is just another money scam using peoples weakness. This review will probably get deleted or lost amongst all the fake ones they employ

Date of experience: June 23, 2023

👍 Useful 2 🔗 Share



TK **TK**
5 reviews DK



Jun 2, 2023

Biggest regret making first purchase!!!

Biggest regret making first purchase , feels like daylight robbery!!

Over a month ago I bought a shampoo, hair supplements and a serum - a SINGLE payment order.

Apparently when you purchase ONE set of recommended products you are automatically signing for a MONTHLY subscribing - and next month you are paying DOUBLE the amount of the products! I paid 283 DKK first month - 600 DKK the month after??

At no point did I agree to a monthly subscription, nor was it stated anywhere that such an arrangement would be in place!

Furthermore since I live in Europe I was not informed that there would be an additional fee of 200 DKK to retrieve the package from the portal system!!

do yourself a favour and save money and time, it's a scam and the products feels fake

Date of experience: April 03, 2023

👍 Useful 1 🔗 Share



AN **Andrew**
4 reviews GB



Jun 3, 2023

Useless product, rip off and awful "customer service"

Useless product. Awful customer service.

Tried to cancel before it doubled the cost on second product on subscription. Wouldn't let me log in, tried forgotten password and it said email doesn't exist. I emailed support asking to cancel and they said the email address had been signed up incorrectly, even though Instagram had auto filled the email address so it was entered correctly. They then said no refunds. After arguing via email they said they would refund if I paid to return the product to San Francisco and they'd charge £21 processing fee. Making it not worth sending back.

Don't bother with this one. I'm still waiting for my account to be fixed so I can login and cancel. Have had to contact my card provider to block charges from this company in future.

Date of experience: June 03, 2023

👍 Useful 1 🔗 Share



EL Elena
12 reviews GB



Jun 14, 2023

Billed me unauthorised

I bought a trial kit. Not managed to even try it yet as have been finishing other products! They billed me for the next 2 months lot even though I clearly remember that I was not subscribing. I wouldn't! I need to try it first! Total scam when it comes to accounting/billing processes. Be careful to make sure you know what you pay for.

Date of experience: June 13, 2023

Useful Share



Zoey Hog
3 reviews AU



Jun 5, 2023

GENERIC PRODUCT FOR TOM DICK AND HARRY, NOT CUSTOMISED

I noticed it gave the same package to all people checking on the customised checklist for recommending the correct product. It is the same product for all people despite different for different hair conditions, health circumstance and type.

I'm now scared to order any.

Date of experience: June 05, 2023

Useful Share



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your Google searches



Get Chrome Extension

DA Danielle
2 reviews US



Jun 16, 2023

We started off rocky with the delivery

We started off rocky with the delivery. But once that was settled I was actually excited to try out the products. I just got the package in the mail today, and I realized a few things. All of my products are only half full. My Peptide Bond Repair Oil was sticky before I even had a chance to open it. The products were just thrown in a box without any protection. Just this blue confetti paper..I purchased it so I'm going to use it, but this is ridiculous. When I first picked up the box all I could hear were the products rolling around in there....Let's see if it actually does something, even though everything is half full..

Date of experience: June 15, 2023

Useful Share



ZA Zanny
2 reviews US



May 14, 2023

Not Legit

I get the feeling that this brand is hiding something... I filled out the quiz and was recommended products, which I purchased and then immediately wanted to cancel, which apparently is not possible. While I really like the shampoo, the hair serum did nothing for me. I also noticed that the shampoo came in a bottle almost the same size as the serum and was barely more than halfway full. When I reached out to customer service they gave me some long excuse about how each bottle is measured out thoroughly, basically saying that they do this on purpose. Overall I feel I was scammed, and found the customer service to be more defensive than anything else. Will not buy again.

Date of experience: May 12, 2023

Useful 2 Share



DISAPPOINTED

4 reviews AU



Updated Jul 11, 2023

MD Hair - Appalling service, no cares whatsoever ...

First time customer & can honestly say it's been the worst customer service - once they get your money there is absolutely zero care and zero customer service. Their attitude is "too bad" and cease all communication & assistance. Will never order again.

Date of experience: May 30, 2023

Useful Share



Samson Peter

1 review CA



Jun 24, 2023

This is a Scam

This is a Scam. I Signed up for a trial pack of \$39 and they charged me over \$80. The package shows delivered but i never received it. When I asked about my package they don't have an idea and are asking me to pay again to resend

Date of experience: June 23, 2023

Useful Share



Guest

3 reviews GB



May 20, 2023

The treatment doesn't do anything for

The treatment doesn't do anything for my hair and the big problem when I unsubscribe to stop them from send me product every month they've made fake email for me and took money from my bank account and they harm me so much as I was have certain amount of money to send it for my poorly mum and they took the money never trust this company I had to cancel my Visa card and make a new one to stop them to take money from me! Horrible scammers

Date of experience: April 20, 2023

Useful 2 Share



Rene McKeel

1 review US



Jan 27, 2023

This product is a waste of money

This product is accompanied by a shampoo (in the kit). The shampoo dried out my hair significantly (yes, MDHair I use a conditioner). The serum did NOT last a month. I can buy Minoxidil for half the cost of this product. They call it medication to get around refunding people yet they don't seem to be FDA approved (meaning it is NOT medicinal) SAVE YOUR MONEY

Date of experience: January 17, 2023

👍 Useful 4 🔗 Share



Alexandra Barbulea

1 review 🌐 GB



Feb 19, 2023

Sizes.....

I wanted to try MD hair because of the good publicity and reviews, I took the quiz and I went for the better pack 4 items £59, once the parcel arrived after 2 weeks I couldn't be more disappointed of it ... the sizes very small even if they say it's the sufficient amount for one month ??? Really 110ml of shampoo for one month? And obviously it wasn't full, the bottle was half empty...what a shame I can't fit any photos I'll be happy to show you guys, they don't even let us to write the review on their official page.... one of the most expensive products I ever bought in my life. Definitely not buying this again !!!

Date of experience: February 19, 2023

👍 Useful 4 🔗 Share



Gin Chamberlain

1 review 🌐 US



Dec 28, 2022

Overall disappointing experience

Overall disappointing experience, I even read reviews before trying this product. Left my hair greasy and dirty looking, and I had to discontinue use. The second month was sent out with no notifications till it has shipped, and the company then refused to refund it. It's also nearly impossible to leave a review on the website or anywhere else I looked online, which is why the reviews they actually share are so high. They only allow the positive ones to show up.

Date of experience: December 28, 2022

👍 Useful 8 🔗 Share



tekla tam

1 review 🌐 US



Feb 11, 2023

So I paid 40 dollars for the the first...

So I paid 40 dollars for the the first initial box. I was actually very disappointed with the amount of product they sent for 40 dollars and didn't see any difference in hair loss. Then MDhair decided to help themselves to my bank account. First they helped themselves to 16 dollars out of my account so I canceled their subscription figuring that's would stop it but after I canceled they went ahead and charged me 88 dollars for a product I did not order. Buyer beware this company steals money

Date of experience: February 10, 2023

👍 Useful 5 🔗 Share



MC

Michele Courtney

13 reviews AU



Updated Apr 19, 2023

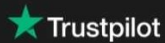
I feel ripped off

So at this stage I've been waiting for someone to enter the chat to help me for 20 hours. I've tried emailing them and apparently that takes 2 days to get back. I wasn't aware when I placed the order that payment was in US dollars, if it was in the ad is certainly wasn't clear and available information. That's twice as much as it said on the ad.

Immediately, and I mean immediately, tried to contact them. Chat wait time was 3 hours, by which time I was notified it had been shipped. How convenient. So I have the joy of waiting an eternity to get this thing I now don't want which I paid twice as much as I thought it was. Just dodgy as. If the customer service was ok I might feel completely differently, but now have cancelled my subscription straight away. Customer service means so much. There is literally none here.

Date of experience: April 19, 2023

Useful 2 Share


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